

OFFICE NAME: Breaks VA

DOCKET #: 1355731 - 24607

1. Request/approval to study for discontinuance.
2. Notice (If appropriate) to Headquarters of suspension.
3. Notice (If appropriate) to customers/district personnel of suspension
4. Highway map with community highlighted
5. Eviction notice (If appropriate)
6. Building inspection report and original photos of deficiencies (If appropriate)
7. Post Office and community photos
8. PS Form 150, Postmaster Workload Information
9. Worksheet for calculating work service credit
10. Window transaction record
11. Record of incoming mail
12. Record of dispatched mail
13. Administrative postmaster/OIC comments
14. Inspection Service/local law enforcement vandalism reports
15. Post Office fact sheet
16. Community fact sheet
17. Alternate service options/cost analysis
18. Form 4920, Post Office fact sheet
19. Recommendation and Service Replacement Type
20. Questionnaire instruction letter to postmaster/OIC
21. Cover letter, questionnaire, and enclosure
22. Returned customer questionnaires and Postal Service response letters
23. Analysis of questionnaires
24. Community meeting roster
25. Community meeting analysis
26. Community meeting letter
27. Petition and Postal Service response letter (If appropriate)
28. Congressional inquiry and Postal Service response letter (If appropriate)
29. Proposal checklist
30. District notification to Government Affairs
31. Instructions to postmaster/OIC to post proposal
32. Invitation for comments exhibit
33. Proposal exhibit
34. Comment form exhibit
35. Instruction for postmaster/OIC to remove proposal
36. Round-date stamped proposals and invitations for comments from affected offices
37. Notification of taking proposal and comments under internal consideration
38. Proposal comments and Postal Service response letters
39. Premature PRC appeal and Postal Service response letter (If appropriate)
40. Analysis of comments
41. Revised proposal (If appropriate)

42. Updated PS Form 4920 (If appropriate)
43. Certification of record
44. Log of Post Office discontinuance actions
45. Transmittal to Vice President, Delivery and Retail, from manager, Customer Service and Sales
46. Headquarters' acknowledgment of receipt of record
47. Final determination transmittal letter from Headquarters
48. Instruction letter to postmaster/OIC on posting
49. Round date stamped final determination
50. Postal Bulletin Post Office Change Announcement
51. Vice President, Delivery and Retail instruction letter



12/21/2010

ROBERT CAVINDER
DISTRICT MANAGER
APPALACHIAN PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 9th congressional district.

Post Office Name:	BREAKS
Zip+4 Code:	24607-9998
EAS Level:	11
Finance Number:	511080
County:	Buchanan
Proposed Admin Office:	MAXIE
ADMIN Miles Away:	8.0
Near Office Name:	MAXIE
Near Miles Away:	8.0
Number of Customers:	
Post Office Box:	208
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	208
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code
Maintain Town Name:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/>

The above office became vacant when the postmaster retired on 08/31/2009.

Workload and revenue has declined with the dwindling number of customers and a minimal number of daily retail transactions. The Postal Service feels continued operations of the Breaks post office may not be warranted and that Highway Contract route delivery within the community will provide a maximum degree of regular and effective service.

A handwritten signature in cursive script, appearing to read "Charles N. Griffith".

CHARLES GRIFFITH
Manager, Post Office Operations

Approval to Study for Discontinuance:

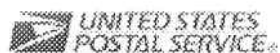


DISTRICT MANAGER
APPALACHIAN PFC

12/21/2010

DATE

cc: Area Manager, Public Affairs and Communication



Docket: 1355731

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

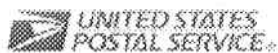
A. Office

Name: BREAKS State: VA Zip Code: 24607
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 9th County: Buchanan
EAS Grade: 11 Finance Number: 511080
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

- There was no Emergency Suspension for this office

Prepared by: Paul Bradshaw
Title: APPALACHIAN PFC Post Office Review Coordinator
Tele No: (304) 561-1251

Date: 04/29/2011
Fax No: (304) 561-1209



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: BREAKS State: VA Zip Code: 24607
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 9th County: Buchanan
EAS Grade: 11 Finance Number: 511080
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Paul Bradshaw
Title: APPALACHIAN PFC Post Office Review Coordinator
Tele No: (304) 561-1251

Date: 04/29/2011
Fax No: (304) 561-1209

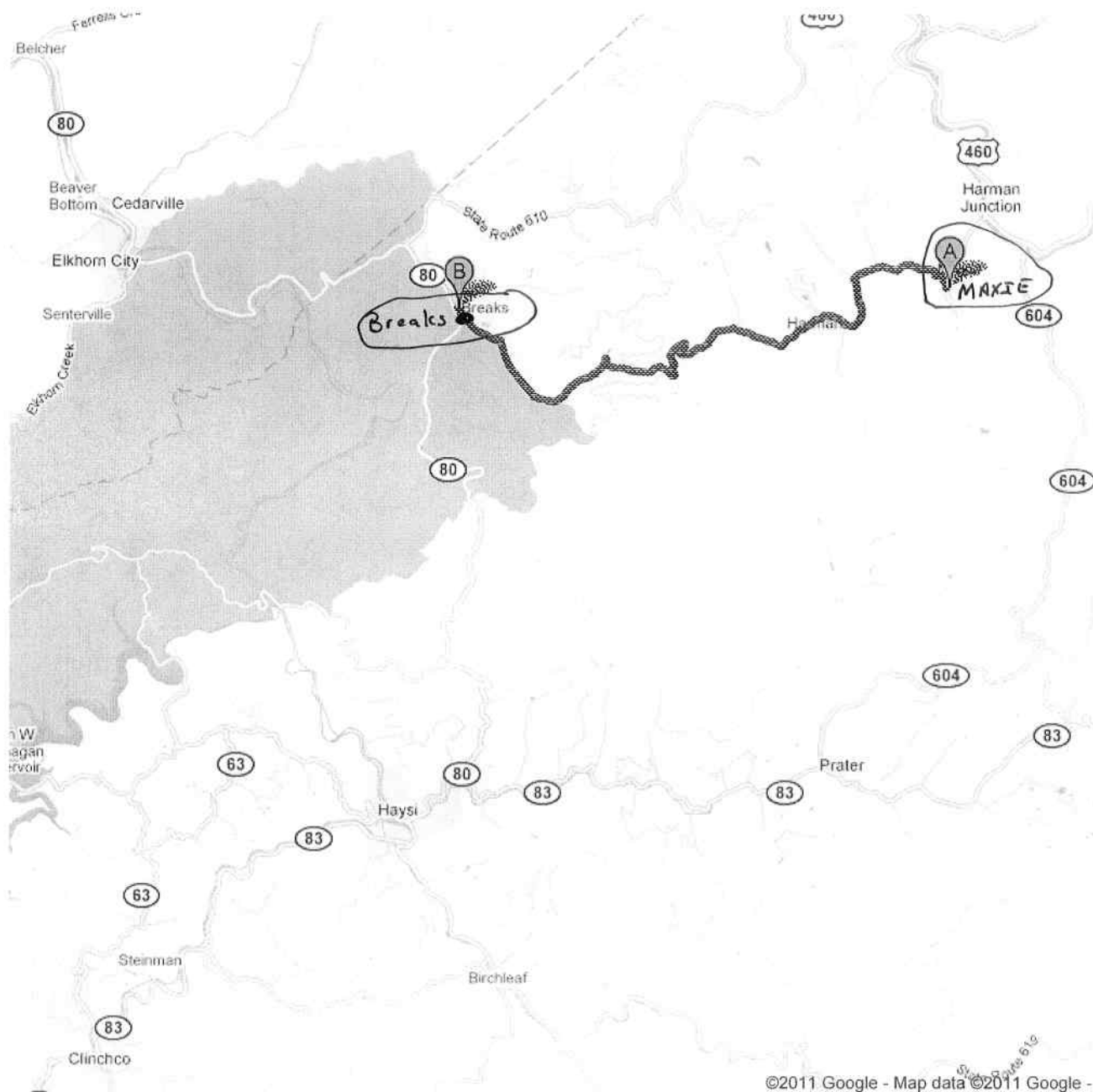
Google maps

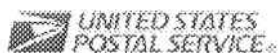
Directions to Breaks, VA
8.7 mi – about 16 mins

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Save trees. Go green!

Download Google Maps on your phone at google.com/gmm





Eviction Notice

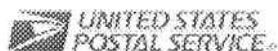
A. Office

Name: BREAKS State: VA Zip Code: 24607
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 9th County: Buchanan
EAS Grade: 11 Finance Number: 511080
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: Paul Bradshaw
Title: APPALACHIAN PFC Post Office Review Coordinator
Tele No: (304) 561-1251

Date: 04/29/2011
Fax No: (304) 561-1209



Building Inspection Report

A. Office

Name: BREAKS State: VA Zip Code: 24607
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 9th County: Buchanan
EAS Grade: 11 Finance Number: 511080
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

- There was no building inspection report nor photos for this office

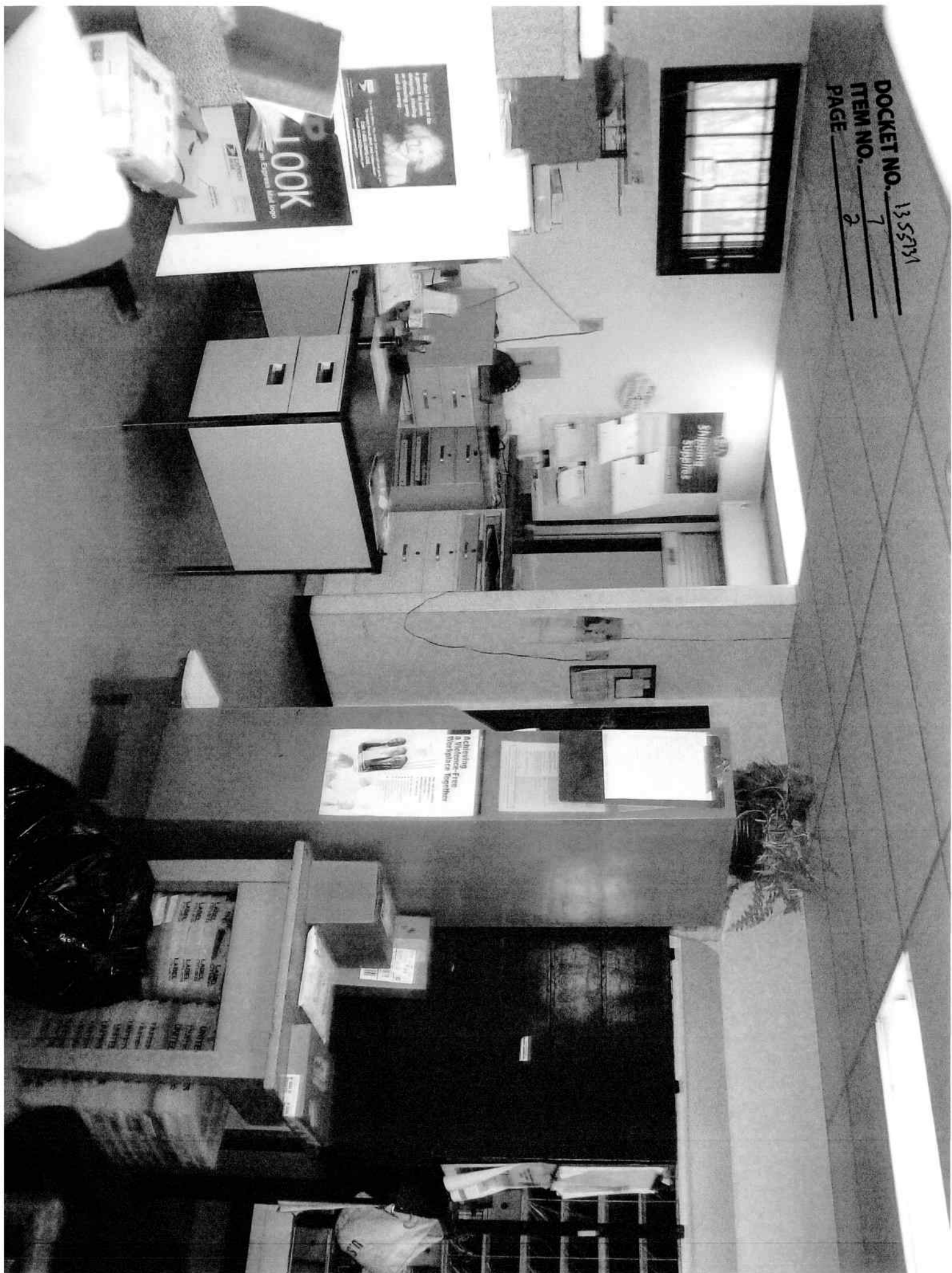
Prepared by: Paul Bradshaw
Title: APPALACHIAN PFC Post Office Review Coordinator
Tele No: (304) 561-1251

Date: 04/29/2011
Fax No: (304) 561-1209

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PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code BREAKS, VA 24607		Postmaster's Signature	Date
District Office, State & Zip Code APPALACHIAN PFC, WV 25350		District Manager's Signature Robert Cavinder	Date 02/15/2011
(Check Box)			
<input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		11
2.	Finance Number	(1-6)	511080
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	208
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(65)	N

PS Form 150, Postmaster Workload Information

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	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	208	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

Instructions

- Enter current evaluated office level.
- Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, Carrier Route Report for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
 - A contract station is a detached finance unit manned by non-postal employees.
 - A rural station is a post office box delivery unit serviced by a rural carrier.
 - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 15 Thru 25 Should Be Answered Y (Yes) or N (No)

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and cancelling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute foot stamps?

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: BREAKS
Office Zip+4: 24607 -9998 District: APPALACHIAN PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	<u>208</u>	X 1.0	=	<u>208</u>
Possible City Deliveries (Item 5, PS Form 150)	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs				<u>208</u>

Revenue WSCs

First	25 revenue units: 1.00	X	<u>25</u> units	=	<u>25.00</u>
Next	275 revenue units: 0.50	X	<u>17</u> units	=	<u>8.50</u>
Next	700 revenue units: 0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units: 0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units: 0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:					<u>33.50</u>

Activity WSCs 208 + Revenue WSCs = 33.50 Base WSCs 241.50 = EAS Grade 11

Previous evaluation: EAS grade 11

Effective date of change in service hours: _____ (if appropriate)
(when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

PAUL BRADSHAW

Printed Name

APPALACHIAN PFC District Review Coordinator

Title

PAUL.D.BRADSHAW@USPS.GOV

Signature

02/15/2011

Date

Window Transaction Survey

Window Transaction Survey

PO Name: BREAKS ZIP+4:

24607 - 9998

Completed By:

TERRY LUCADO

Survey Period: 02/05/2011 through _____

02/18/2011

Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record; PS Form 2007-B, Window Transaction Conversion; and PS Form 2007-C, Window Transaction Survey. Use hash marks (*///*) for daily entries in the columns. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.

Day/Date	Postage Sales (.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Services (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.188)
Sat - 02/05	9	2	1	0	0	1	0	0
Sun - 02/06	0	0	0	0	0	0	0	0
Mon - 02/07	17	8	1	0	1	0	0	0
Tue - 02/08	12	2	1	0	0	0	0	0
Wed - 02/09	14	2	1	0	2	0	0	0
Thu - 02/10	12	1	1	0	0	1	1	0
Fri - 02/11	14	1	1	0	0	0	0	0
Sat - 02/12	7	0	1	0	0	0	0	0
Sun - 02/13	0	0	0	0	0	0	0	0
Mon - 02/14	19	13	1	0	1	0	0	0
Tue - 02/15	9	2	1	0	1	1	0	0
Wed - 02/16	7	0	1	0	0	0	0	0
Thu - 02/17	11	0	1	0	0	0	0	0
Fri - 02/18	9	6	1	0	0	0	1	0
TOTALS	140	37	12	0	5	3	2	0
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	9.1	3.3	2.0	0.0	1.2	0.4	0.3	0.0

Average Number Daily Transactions:

16.6

Average Daily Retail Workload in Minutes:

16.3



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Memo to the Record

Concerning item nbr 10 page 1. A review of the incoming mail survey record show that 125 parcels were received in the two week survey. Of which none were counted on the Window transaction survey (item 10) as non-revenue services. The parcels were to large to fit in the customers po box.

If the parcels would have been added to the window transaction survey an increase in the average number of daily transactions would have risen from 16.6 to 26.6 transactions. The Average daily retail workload in minutes would have risen from 16.3 to 28.2 minutes.

Paul D Bradshaw
Appalachian District

Survey of Incoming Mail

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4 BREAKS 24607 - 9998
Dates Recorded 02/05/2011 through 02/18/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 02/05	318	0	19	60	10	0	0	0
Sun - 02/06	0	0	0	0	0	0	0	0
Mon - 02/07	265	0	94	189	4	15	0	0
Tue - 02/08	113	0	0	119	0	1	80	0
Wed - 02/09	110	0	21	0	8	0	91	0
Thu - 02/10	258	0	177	0	0	9	177	0
Fri - 02/11	165	53	0	0	0	17	36	0
Sat - 02/12	269	54	0	115	0	11	0	0
Sun - 02/13	0	0	0	0	0	0	0	0
Mon - 02/14	353	178	127	0	0	23	0	0
Tue - 02/15	105	93	201	0	4	0	0	0
Wed - 02/16	130	58	67	0	0	0	9	0
Thu - 02/17	212	233	71	0	23	0	29	0
Fri - 02/18	0	0	0	0	0	0	0	0
TOTALS	2,298	669	777	483	49	76	422	0
Daily Average	208.9	60.8	70.6	43.9	4.5	6.9	38.4	0.0

Signature of Person Making Count: TERRY LUCADO
Printed Name: TERRY LUCADO
Date: 04/20/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

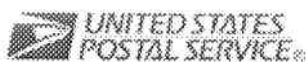
Survey of Dispatched Mail

Survey of Dispatched Mail
(Record in Pieces)

Post Office Name and Zip+4 BREAKS 24607 - 9998
Dates Recorded 02/05/2011 through 02/18/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 02/05	94	0	0	0	6	0	1	0
Sun - 02/06	0	0	0	0	0	0	0	0
Mon - 02/07	110	0	0	0	9	0	1	0
Tue - 02/08	83	0	0	0	0	0	1	0
Wed - 02/09	68	0	0	0	4	0	1	0
Thu - 02/10	69	0	0	0	3	0	1	0
Fri - 02/11	145	0	0	0	2	0	1	0
Sat - 02/12	94	0	0	0	1	0	1	0
Sun - 02/13	0	0	0	0	0	0	0	0
Mon - 02/14	90	0	0	0	6	0	1	0
Tue - 02/15	65	0	0	0	5	0	1	0
Wed - 02/16	45	0	0	0	3	0	1	0
Thu - 02/17	40	0	0	0	3	0	1	0
Fri - 02/18	45	0	0	0	2	0	1	0
TOTALS	948	0	0	0	44	0	12	0
Daily Average	86.2	0.0	0.0	0.0	4.0	0.0	1.1	0.0

Signature of Person Making Count: TERRY LUCADO
Printed Name: TERRY LUCADO
Date: 04/20/11



02/23/2011

OIC/POSTMASTER

SUBJECT: BREAKS Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the BREAKS Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the BREAKS Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to PAUL BRADSHAW by 03/09/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>208</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>208</u>

If you have any comments on alternate means of providing services to the BREAKS customers, please provide them below:

N/A

PAUL BRADSHAW

Post Office Review Coordinator

Comments:

Breaks Church of Christ, Little Jossie Old Regular Baptist, Breaks Community Center, Willowbrook Country Club, Breaks Inter-State Park, Barbeque Pit, Laurel Shop, Marchetts, Ronnie Mullins Trucking, Entran Inc, Gateway Motel, David Looney Trucking, Skeens Trucking, Lockhart Trucking, Jasons Electronics, Highwall Mining, Breaks Park Commission

cc: Official Record



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02/04/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the BREAKS Post Office, 24607 - 9998, located in Dickenson County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

TERESA PRICE
Post Office Review Coordinator
APPALACHIAN PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record

Post Office Survey Sheet

Post Office Name	<u>BREAKS</u>	ZIP+4	<u>24607-9998</u>
Congressional District	<u>9th</u>	Date	<u>05/09/2011</u>

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

no known deficiencies

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? USPS owned

4. Are suitable alternate quarters available for an independent Post Office? If so, where?
N/A

5. List potential CPO sites.
N/A

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No
If yes, please identify them by name and address.

7. Which career and noncareer employees will be affected and what accommodations will be made for them?
Postmaster relief may be reassigned or separated from service.

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Mail is received at 08:30 and dispatched at 15:30 via the HCR.

How many Post Office boxes are installed? 242

How many Post Office boxes are used? 208

What are the window service hours? 8:00 to 12:00 - 12:30 to 16:15 M-F

09:30 to 11:00 S

What are the lobby hours? 24 Hours M-F

24 Hours S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

The Postal Inspection Service report zero incidents of mail theft/vandalism.

Post Office Survey Sheet(continued)

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)?	
	N/A	
11.	List potential CBU/parcel lockers sites and distances from present Post Office site.	
	N/A	
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated?	
	N/A	
13.	Rural delivery/HCR delivery.	
a.	What is current evaluation?	n/a
b.	Will this change result in the route being overburdened?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	If so, what accommodations will be made to adjust the route?	
c.	How many boxes and miles will be added to the route?	175, box 3.00 Miles
d.	What would be the additional annual expense if the route is increased?	12763
e.	What is the one-time cost of CBU/parcel locker installation (if appropriate)?	0
f.	At what time of the day does the carrier begin delivery to the community?	
	Will this delivery time be affected if the office is discontinued? (Y or N)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	If so, how?	0
14.	Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input type="checkbox"/> More <input checked="" type="checkbox"/> Same <input type="checkbox"/> Less	

Community Survey Sheet

Community Survey Sheet

Post Office Name	<u>BREAKS</u>	ZIP+4	<u>24607-9998</u>
Congressional District	<u>9th</u>	Date	<u>05/23/2011</u>

1. Incorporated? ☐ Yes ☒ No
Local government provided by: the Buchanan County Commission
Police protection provided by: Buchanan County Sheriff's Department
Fire protection provided by: Harman Fire Department
School location: _____
2. What population growth is expected? (Please document your source)
N/A
3. What residential, commercial, or business growth is expected? (Please document your source)
N/A
4. History. (Are there any special historical events related to the community?
Are there any special community events to consider?
Is the Post Office facility a state or national historic landmark (see ASM 515.23)?
Check with the field real estate office when verification is needed.)
N/A
5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?
retirees and seasonal tourists
6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board,
school bus stop, community meeting location, voting place, government form distribution center.
Do employees of the office offer assistance to senior citizens and handicapped)?
What provisions can be made for these services if the Post Office is discontinued?
Bulletin board. The bulletin board at the Maxie post office may be used to post announcement.

Highway Contract Route Cost Analysis Form

Highway Contract Route Estimated Cost for Alternative Service

Office Name: BREAKS

Office Zip+4: 24607 -9998 District: APPALACHIAN PFC

1. Enter the number of additional boxes to be added to the route 175 x 3.64 hours per year 637.00

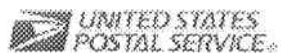
2. Enter the number of additional miles to be added to the route 3.00 x 10.40 hours per year 31.20

Total time added to the route 668.20

3. Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer) 19.10

Total additional compensation (HCR hourly rate x total time added to the route) 12,762.62

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 05/10/2011																								
2. Post Office Name BREAKS		3. State and ZIP + 4 Code VA, 24607-9998																										
4. District, Customer Service APPALACHIAN PFC	5. Area, Customer Service EASTERN	6. County Buchanan	7. Congressional District 9th																									
8. Reason for Proposal to Discontinue Workload and revenue has declined with the small number of customers and minimal number of daily retail transactions. The Postal Service feels continued operations of the Breaks post office may not be warranted. HCR delivery within the community will provide a maximum degree of regular and effective service.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 08/31/2009 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150)EAS-11 Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 0		a. Time M-F 8:00 to 12:00 - 12:30 to 16:15 Sat 09:30 to 11:00 Total Window Hours Per Week a. Lobby Time M-F 24 Hours Sat 24 Hours 40.25																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 208 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 208 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 16.60		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>269</td> <td>86</td> </tr> <tr> <td>b. Newspaper</td> <td>114</td> <td>0</td> </tr> <tr> <td>c. Parcel</td> <td>11</td> <td>4</td> </tr> <tr> <td>d. Other</td> <td>38</td> <td>1</td> </tr> <tr> <td>e. Total</td> <td>432</td> <td>91</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	269	86	b. Newspaper	114	0	c. Parcel	11	4	d. Other	38	1	e. Total	432	91	f. No. of Postage Meters		0	g. No. of Permits		0
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f. No. of Postage Meters		0																										
g. No. of Permits		0																										
Finances a. FY 2008 2009 2010		Receipts \$ 25,975 \$ 21,464 \$ 16,221	b. EAS Step 1 PM Basic Salary (no Cola) \$ 33168	c. PM Fringe Benefits (33.5% of b.) \$ 11,111																								
15a. Quarters																												
<input checked="" type="checkbox"/> Postal Owned <input type="checkbox"/> Leased (if Leased, Expiration Date) 01/01/1900 Annual Lease \$ 0 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
15b. Explain:																												
17. Schools, Churches and Organization in Service Area: No: 4 Breaks Church of Christ, Little Jossie Old Regular Baptist, Breaks Community Center, Willowbrook Country Club		19. Administrative/Emanating Office (Proposed): Name MAXIE PO EAS Level 13 Miles Away 8.0 Window Service Hours: M-F 13:30 to 16:30 SAT 08:30 to 11:30 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 222																										
18. Businesses in Service Area: No: 13 Breaks Inter-State Park, Barbeque Pit, Laurel Shop, Marchetts, Ronnie Mullins Trucking, Entran Inc., Gateway Motel, David Looney Trucking, Skeens Trucking, Lockhart Trucking, Jasons Electronics, Highwall Mining, Breaks Park Commission		20. Nearest Post Office (if different from above): Name MAXIE PO EAS Level 13 Miles Away 8.0 Window Service Hours: M-F 13:30 to 16:30 SAT 08:30 to 11:30 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 222																										
21. Prepared by																												
Printed Name and Title PAUL BRADSHAW		Signature PAUL BRADSHAW		Telephone No. AC () (304) 561-1251																								
PO Discontinuance Coordinator Name PAUL BRADSHAW		Telephone No. AC () (304) 561-1251		Location CHARLESTON, WV																								



A. Office

Name:	BREAKS	State:	VA	Zip Code:	24607
Area:	EASTERN	District:	APPALACHIAN PFC		
Congressional District:	9th	County:	Buchanan		
EAS Grade:	11	Finance Number:	511080		
Post Office:	<input checked="" type="checkbox"/>	Classified Station	<input type="checkbox"/>	Classified Branch	<input type="checkbox"/>
				CPO	<input type="checkbox"/>

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Paul Bradshaw
Title: APPALACHIAN PFC Post Office Review Coordinator
Tele No: (304) 561-1251

Date: 04/29/2011
Fax No: (304) 561-1209



03/15/11

OIC/POSTMASTER

SUBJECT: BREAKS Post Office

Enclosed are questionnaires addressed to customers of the BREAKS Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 03/31/11 for further review.

Teresa Price
Post Office Review Coordinator
Enclosures



Docket: 1355731 - 24607

Item Nbr: 21

Page Nbr: 1

03/18/2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The postmaster at the BREAKS Post Office retired on 08/31/2009. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 16.60 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at BREAKS may not be warranted.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by Highway Contract Route Service emanating from the MAXIE PO.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the MAXIE PO, located 8.0 miles away. Hours of service at this office are 08:30 16:30, Monday through Friday, and 08:30 11:30 on Saturday. Post Office box service is available at this location at increased fees.

I invite you to think about a possible change to Highway Contract Route Service. Please return the enclosed questionnaire by 04/06/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Breaks Community Center on 04/06/2011 from 5:00 pm to 6:00 pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Teresa Price at (304) 561-1052.

Thank you for your assistance.

Sincerely,

CHARLES GRIFFITH
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

Enclosures:

Questionnaire and return envelope
Summary of Post Office Change Regulations,
Carrier delivery information CBU information sheet (when appropriate),
Summary of Post Office change regulations

OFFICE:	BREAKS
DOCKET NO.	1355731-24607
ITEM NO.	22
PAGE NO.	1

This form is a place holder for number 22.

Final document will contain the:

Returned Customer Questionnaires and
Postal Service response letters.

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the BREAKS Post Office on 03/18/2011. Additionally, during the survey period, questionnaires were available at the BREAKS Post Office to walk-in retail customers.

1.	Number of Questionnaires	
	Total Questionnaires distributed	230
	Favorable to proposal	8
	Unfavorable to proposal	20
	Expressing no opinion	30
	Total questionnaires received	58

Postal Concerns

The following postal concerns were expressed

1. Concern (No Opinion):

Customers were concerned about having to travel to another post office for service.

Response:

The carrier will deliver your mail to your roadside mailbox. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

2. Concern (No Opinion):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

3. Concern (No Opinion):

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Maxie Postmaster for more information.

4. Concern (No Opinion):

No Concern.

Response:

5. Concern (No Opinion):

No Concern.

Response:

6. Concern (UnFavorable):

Customer expressed a concern about leaving money in the mailbox.

Response:

A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Breaks Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

7. Concern (UnFavorable):

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

8. Concern (UnFavorable):

Customer was concerned about paying for money orders with a debit card.

Response:

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. Unfortunately, carriers do not have the capability of processing a debit card.

Concern (UnFavorable):

Customers expressed concern for those customers with disabilities who are not able to go to another Post Office to pick up their mail.

Response:

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

Concern (Unfavorable):

10. Customers were concerned about being able to take care of their postal needs at one place.

Response:

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Concern (Unfavorable):

11. Customers were concerned about having to travel to another post office for service.

Response:

The carrier will deliver your mail to your roadside mailbox. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Concern (Unfavorable):

12. Customers were concerned about leaving their mail in the roadside mailbox while they were on vacation.

Response:

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Concern (Unfavorable):

13. Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

Concern (Unfavorable):

14. Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Maxie Postmaster for more information.

Concern (Unfavorable):

15. No Concern.

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (No Opinion):

Customers were concerned about the loss of a gathering place and an information center.

Response:

Meetings may be held at the Breaks Community Center. The community center can also provide a site for residents to gather, socialize, and share information.

2. Concern (Unfavorable):

Customers stated that they found it hard to believe the Postal Service was having financial difficulties and they were tired of the government's excuses.

Response:

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

3. Concern (Unfavorable):

Customers were concerned about the loss of a gathering place and an information center.

Response:

Meetings may be held at the Breaks Community Center. The community center can also provide a site for residents to gather, socialize, and share information.

Community Meeting Roster

Postal Service Representative (Names and Titles):
Charles Griffith, Manager Post Office Operations

Date: 04/06/2011
Time 5:00 pm

Total Number of Customers Present: 110

Place: Breaks Community Center

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

[illegible]

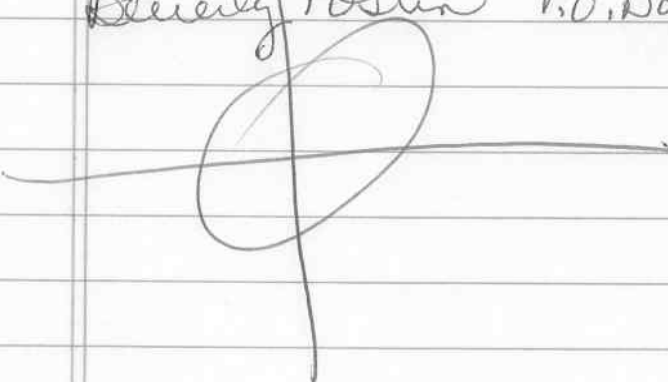
Sign IN Sheet

NAME	ADDRESS
Helen Mullins	1150 Waterhole Rd.
Bonnie Heel	- Crow Pass Rd.
Rozal Owens	Breaks Va
Lance Looney	Breaks Va
Alta Looney	Breaks Va
Ferry Blankenship	Breaks Va
BOY LOONEY	BREAKS, VA
Gail R. Mullins	Breaks, VA.
James L. Childress	Breaks, VA
Jimmy B. Mullins	Breaks Va.
Emma Jean Mullins	Breaks, VA. 147 Looney Ln.
JAMES MULLINS	PO BOX 121 BREAKS VA 24607-0121
Kim Mullins	" " "
Job Mullins	" " "
Joby C. Garner	
Frankie Landette	1105 Jess Fork Rd Maxe Va 24628
JACKIE HYLTON	PO BOX 95 Breaks 24607
DAVID CLYNE Blankenship	BOX 205 BREAKS, VA, 24607
Haskell Clerk	Box 267
Melba Doel	Box 267
Debra Malra	Box 21 Breaks Va.
Misty & Willie Equell	Box 212 Breaks Va
Dana, Jimmy & Angela Ratliff	Box 192 Breaks V.a 24607
Jaul Blanken	P.O. Box 143 BREAKS VA 24607
David Blankenship	P.O. Box 91 Breaks, Va

Katie Wyser PO Box 116 Breaks VA 24607
 Charles Wyser PO Box 116 "
 Donald Powell PO Box 31
 Sandra Dylton Box 53 Breaks, Va 24607
 Billy Tostin Box 58 Breaks, VA. 24607
 Sharon Key Box 104 Breaks, VA 24607
 Everett Basil Loney Box 104 Breaks VA
 Carlos O'guinn 352 Bunker mts. Hays, VA 24256
 Patience Pickett P.O. Box 186 Breaks VA 24607
 Lucinda L. Stacy Box 30 Breaks, Va. 24607
 Phillip Keene The Voice Newspaper - Vansant, VA
 Christine Arrington P.O. Box 225 Breaks VA
 Linda Mullins P.O. Box 97 Breaks, VA 24607
 Ivel Hunt P.O. Box 2 Breaks VA 24607
 Dena McCoy P.O. Box 1 Breaks VA 24607
 Henry C. Loney PO Box 188 BREAKS, VA. 24607
 Doug Loney PO Box 9 BREAKS VA 24607
 Dorthula Loney P.O. Box 9 Breaks, Va. 24607
 William Loney P.O. Box 158 Breaks, Va 24607
 Loretta G. Blankenship P.O. Box 163 Breaks, Va. 24607
 Vickie D. Swiney P.O. Box 215 Breaks, Va. 24607
 Alvin Anderson PO Box 135 Breaks VA 24607
 Gerald Arrington PO Box 225 Breaks
 VA 24607
 Sherry P.O. Box 71 Breaks, VA
 Eric Williams P.O. Box 147 Breaks, VA.
 Hurley & Florence Cochran Box 51 Breaks, Va. 24607

Vicki M. Davis PO Box 81 Breaks, VA 24607
 Rose Mary Wallace PO Box 133 Breaks VA 24607
 Janice M. Stewart P.O. Box 83 Breaks VA, 24607
 Marlene Stittner P.O. Box 112 Breaks, Va. 24607
 Kim Quisenberry PO Box 213 Breaks VA 24607
 Jared & Alyssa Cantrell PO Box 262 Breaks, Va. 24607
 Roy Lee & Gale Owens PO Box 194 Breaks, VA. 24607
 Edward Loring P.O. Box 84 Breaks VA
 Wayne Cline P.O. Box 174 Breaks, VA.
 Gloria L. Cline PO Box 272 Breaks VA
 Dawn & Jim Hyfton PO Box 154 Breaks VA 24607
 Douglas & Barbara Deal PO Box 47 Breaks VA 24607
 Ronnie & Janice Mullins PO Box 217 Breaks VA 24607
 Susie S. Childers PO Box 295 Breaks VA 24607
 Ernestine Bailey P.O. Box 29, Breaks, Va. 24607
 Thomas W. Bailey PO Box 195 Breaks, Va. 24607
 Ricky Jones PO Box 207 Breaks VA 24607
 Jack Stiltner Box 54 Breaks W/Va.
 Scelley E. Ellis Box 157
 Baynard Clutt P.O. Box 175 Breaks VA.
 Dannie Rose P.O. Box 178 Breaks VA.
 Sylvia Foster Big Rock Va 24603
 David Raines P.O. Box 66 Breaks
 Ernest Raines PO Box 265 Breaks
 Nettie Wallace P.O. Box 92 Breaks Va 24607
 Michelle Clough PO Box 40 Breaks Va 24607
 Toby Lane PO Box 131 Breaks
 John W. Bailey (JOSHUA W. BAILEY) PO. BOX 195 BREAKS 24607

Freddie Dickey P.O. Box 274 Breaks VA 24607
Doug Raines P.O. Box 33 Breaks Va. 24607
Phillip Wilk P.O. Box 38 Breaks Va. 24607
Dennis S. Clevinger P.O. Box 93 Breaks VA 24607
Larry Swiney P.O. Box 146 Breaks, Va 24607
Trish Hayes P.O. Box 111 Breaks Va 24607
David Hayes P.O. Box 23 Breaks, Va. 24607
Ronnie Hayes P.O. Box Breaks, Va. 24607
Ricky Sillit P.O. Box 236 Breaks, 24607
Imelma Raines P.O. Box #68 Breaks, Va, 24607
Paul Raines P.O. Box #68 Breaks, Va, 24607
Carol Gordle Mare Va 24628
Lesia L. Shane Big Rock VA. 24603
Geneva Justus Big Rock VA 24603
Judy Meade Breaks, VA 24607
Keith Mullins P.O. Box 97 Break, VA 24607
Shirley Willis P.O. Box 114 Breaks, VA 24607
Van Rice P.O. Box 232 Breaks, VA 24607
Johnny & Rita Rice P.O. Box 13 Breaks, Va 24607
Beverly Foster P.O. Box 58 Breaks, Va 24607



Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. **Concern (UnFavorable):**
Customers felt the cost of postage was increasing while service was decreasing.
Response:
The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
2. **Concern (UnFavorable):**
You were concerned about having to travel to another post office for service.
Response:
Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
3. **Concern (UnFavorable):**
Customer expressed a concern about package delivery and pickup.
Response:
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. Carrier Pickup: This service allows customers to schedule the pickup of their mail piece(s) (parcels) at the same time their mail is delivered by their carrier. There is no additional charge for Carrier Pickup when the mail can be picked up during the carrier's line of travel. When a customer schedules this service via the Internet, it alerts the Postmaster via a computer application that generates carrier instructions for customer Carrier Pickup requests. If the internet is not available, call the local Postmaster and inform them that you have a parcel that needs picked up and mailed by your route carrier.
4. **Concern (UnFavorable):**
Customers were concerned about senior citizens.
Response:
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
5. **Concern (UnFavorable):**
Customers felt inclement weather and poor road conditions might impede delivery.
Response:
Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
6. **Concern (UnFavorable):**
Customers wanted to know what they need to do to save the Breaks Post Office.
Response:
Customers are provided ample opportunity to express their concerns to the Postal Service regarding the effect on the community and the effect on its service needs. A community meeting is held, questionnaires are mailed to customers for input, a proposal is posted for a 60 day period wherein comments are reviewed and a final determination is posted for 30 days that gives customers the opportunity to appeal any decision to close a post office to the Postal Regulatory Commission.
7. **Concern (UnFavorable):**
Customers were concerned about mail security.
Response:
Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
8. **Concern (UnFavorable):**
Customers questioned the economic savings of the proposed discontinuance stating that the post office was more than just dollars and cents.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. Economic savings is only one factor the Postal Service considers when proposing to close a post office. Consideration is also given to the effect on the community served, the effect on postal needs and the effect on employees.

Nonpostal Concerns

Concern (UnFavorable):

1. Customers were concerned about growth in the community; stating a new bridge and road were going to be constructed in the Breaks, VA area.

Response:

The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

2. **Concern (UnFavorable):**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Meetings may be held at the Breaks Community Center. The community center can also provide a site for residents to gather, socialize, and share information.

3. **Concern (UnFavorable):**

Customers stated that Breaks is one of two interstate parks in the United States and should have a post office.

Response:

The fact that Breaks is one of two interstate parks in the United States has no bearing on its requirements for a post office. HCR delivery will provide the community with regular and effective postal services.

4. **Concern (UnFavorable):**

Customers expressed concern for loss of community identity stating the Breaks Post Office is the hub of the community.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Breaks Post Office name and ZIP Code.

5. **Concern (UnFavorable):**

Customers were concerned about loss of employment in the community

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

6. **Concern (UnFavorable):**

Customers were concerned about an abandoned building left in the community.

Response:

The Breaks Post Office building is owned and maintained by the Postal Service. The building is in good condition and attempts will be made to sell the facility.

BUCHANAN COUNTY BOARD OF SUPERVISORS
C. FRANKIE LANDRETH
ROCKCLICK MAGISTERIAL DISTRICT SUPERVISOR



DOCKET NO. 1355731
ITEM NO. 25
PAGE 3

April 4, 2011

The Honorable John Warner
United States Senate
225 Russell Building
Washington, DC 20510

The Honorable Jim Webb
United States Senate
144 Russell Senate Office Building
Washington, DC 20510

Honorable Morgan Griffith
U.S. Representative Elect for the
Ninth District of the Commonwealth of Virginia
P.O. Box 361
Christiansburg, Va. 24068

The Honorable James "Will" Morefield
P. O. Box 828
North Tazewell, VA 24630

The Honorable Philip P. Puckett
P. O. Box 924
Tazewell, Virginia 24651-0924

Dear Sirs:

The Buchanan County Board of Supervisors on Monday, April 4th, 2011 adopted the enclosed Resolution opposing the closure of the Breaks Post Office at Break, Virginia. The United State Postal Service (USPS) has proposed to close this post office, which has been open for many years and is a vital part of our county. Also, has provided reliable services for the residents in the Rocklick District of Buchanan County.

If you have any questions, please don't hesitate to contact me at 276.531.8746 or by email at landreth44@yahoo.com. I would greatly appreciate any assistance that you can provide in keeping this post office open for our residents.

Sincerely,

C. Frankie Landreth
Rocklick District Supervisor

Administrative Office P. O. Drawer 950, GRUNDY, VIRGINIA 24614
Telephone (276) 935-6503
Fax: (276) 935-4479

RESOLUTION
RE: STATEMENT OF OPPOSITION TO CLOSURE OF BREAKS POST
OFFICE IN BUCHANAN COUNTY, VIRGINIA

WHEREAS, Buchanan County, Virginia, a political subdivision of the Commonwealth of Virginia has been informed that the United State Postal Service (USPS) has proposed to close the Breaks Post Office located at Breaks, Va. as part of a consolidation for USPS; and

WHEREAS, Buchanan County by its topography and mountainous roads presents travel issues for its residents making it more difficult to obtain reliable and secure postage services; and

WHEREAS, postal delivery is a vital part of the communication system for people living in Buchanan County; and

WHEREAS, the closure of the Breaks Post Office will in all likelihood result in a net job loss in Buchanan County which is already a region of the Commonwealth of Virginia with a high unemployment rate; and

NOW, THEREFORE BE IT RESOLVED, that the Buchanan County, Va., Board of Supervisors strenuously states its opposition to the proposed closure of the Breaks Post Office located in Breaks, Virginia, as such closure would negatively impact Buchanan County from both economic and communication standpoints; and accordingly this Board urges the United State Postal Service to reconsider its position and not close any Post Offices located in Buchanan County, Virginia. The County Administrator is directed to mail a copy of this resolution to the United States Senators, Jim Webb and Mark R. Warner, Congressman Morgan Griffith, Senator Phillip Puckett and Delegate William Morefield.

Recorded Vote:

Moved by: C. Frankie Landreth J. Carroll Branham
County, Va. Board of Supervisors

Seconded by: Steve O'Quinn

Yeas: 7

Nays: 0

ATTEST:

W.J. Caudill
W.J. Caudill, County Administrator



03/11/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

The postmaster at the BREAKS Post Office retired on 08/31/2009. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 16.60 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at BREAKS may not be warranted.

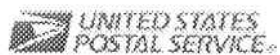
If you would like an opportunity to discuss alternatives with us, a postal representative will be at Breaks Community Center on 04/06/2011 from 5:00 pm to 6:00 pm to answer questions and provide information about our service.

If you have any questions, you may contact Paul Bradshaw at (304) 561-1251.

Thank you for your assistance.

Sincerely,

CHARLES GRIFFITH
Manager, Post Office Operations



A. Office

Name:	BREAKS	State:	VA	Zip Code:	24607
Area:	EASTERN	District:	APPALACHIAN PFC		
Congressional District:	9th	County:	Buchanan		
EAS Grade:	11	Finance Number:	511080		
Post Office:	<input checked="" type="checkbox"/>	Classified Station	<input type="checkbox"/>	Classified Branch	<input type="checkbox"/>
				CPO	<input type="checkbox"/>

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Paul Bradshaw
Title: APPALACHIAN PFC Post Office Review Coordinator
Tele No: (304) 561-1251

Date: 05/03/2011
Fax No: (304) 561-1209



A. Office

Name: BREAKS State: VA Zip Code: 24607
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 9th County: Buchanan
EAS Grade: 11 Finance Number: 511080
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 28. There was no Congressional inquiry.

Prepared by: Paul Bradshaw
Title: APPALACHIAN PFC Post Office Review Coordinator
Tele No: (304) 561-1251

Date: 05/23/2011
Fax No: (304) 561-1209

Responsiveness to Community Postal Needs

Any other pertinent information concerning Postal Service needs.

Effect on the Community

Were any other nonpostal items identified?

Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS- 11, Minimum, no COLA)

\$ 33168

Fringe benefits 33.5%

\$ 11111

Rental costs, excluding utilities

\$ -0-

Total annual costs

\$ 44279

Less estimated cost of replacement service

- 12763

Total annual savings

\$ 31516

A one-time expense of \$ -0- will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator

Date

Reviewed and Certified By:

Paul D. Bushaw

5/23/2011

District PO Review Coordinator

Date



Docket: 1355731 - 24607

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Page Nbr: 2

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain: _____

Once a week Grocery Shopping!

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Elkhorn City, KY, Mundy, VA.



Personal needs

Laysi, VA., Elkhorn City, KY



Banking

Mundy, VA.



Employment

Retired



Social needs

Breaks, VA., Laysi, VA.

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Charles H. Stillman

Address:

P.O. Box 129, Breaks, VA. 24607

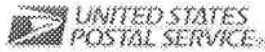
Telephone:

276-531-7012

Date:

4-5-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

CHARLES H STILTNER

PO BOX 129
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

•
If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Docket: 1355731 - 24607

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Page Nbr: 2

Postal Service Customer Questionnaire

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Postal Services

	Daily	Weekly	Monthly	Never
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d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Maxie P.O.

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

Grundy, Naysb

☒ Personal needs

Grundy, Naysb

☒ Banking

Grundy, Naysb

☐ Employment

N/A

☒ Social needs

~~Grundy~~ Breaks, VA. Park, Community Center

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Ruby F. Stillman

Address:

P.O. Box 173 BREAKS, VA. 24607

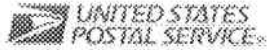
Telephone:

1-(276)-531-7012

Date:

4-5-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

RUBY F STILTNER
PO BOX 173
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

• If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Postal Service Customer Questionnaire

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Postal Services

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Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Shopping

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Grandy



Personal needs

Grandy



Banking

Grandy



Employment



Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Jerry + Brenda Owens

Address:

PO Box 14 Breaks, VA 24607

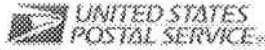
Telephone:

276 531-8621

Date:

3-25-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

JERRY AND BRENDA OWENS

PO BOX 14
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Docket: 1355731 - 24607

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Page Nbr: 2

Postal Service Customer Questionnaire

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Nonpostal Services

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- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Maxie on Big Rock

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping Grundy Eickon City KY Haysi Va
- ☒ Personal needs
- ☒ Banking Grundy
- ☒ Employment Grundy
- ☒ Social needs Grundy Eickon City KY Haysi Va

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

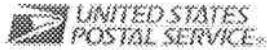
Name: Vickie M Davis

Address: PO Box 81 Buicks VA 24607 9176 CONWAY K L

Telephone: 276 617 0071 WK 276 935 6541

Date: 3/31/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

VICKIE M DAVIS
PO BOX 81
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

■
If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



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Postal Service Customer Questionnaire

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g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I do not travel past one during the summer or on weekends as I work at a public school. During the school year, I do pass by Maxie PO.

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☒ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

We were not previously offered route service.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

- Pikeville, KY



Personal needs

- Pikeville, KY



Banking

- Elkhorn City, KY



Employment

- Grundy, VA



Social needs

- Elkhorn City, KY

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

There are no real local businesses, other than Breaks Interstate Park, which we do use.

Name:

Joey & Linda Spears

Address:

PO Box 63 (1239 Country Meadows Rd) Breaks, VA 24607

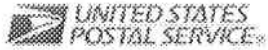
Telephone:

(276) 531-8031

Date:

3/27/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

JOEY AND LINDA SPEARS

PO BOX 63 / 1239 COUNTRY MEADOWS RD
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

•
If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Edward Bailey

Address:

P.O. Box 155 Breaks Va. 24607

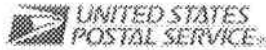
Telephone:

531-8892

Date:

3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

EDWARD BAILEY
PO BOX 155
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

•
If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

I am ~~not~~ a senior citizen,
it would be easier for me to have home
delivery

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Hays



Personal needs

Hays



Banking

Hays



Employment



Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Roy Music K

Address:

P.O. Box 11 Breaks, VA 24607

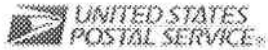
Telephone:

276-531-9583

Date:

3/31/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

ROY MUSICK

PO BOX 11
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

•
If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

necessary for administering things for Sale. Local houses etc

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Grundy, Va (21 mi)



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Huxley + Florence Cochran

Address:

P.O. Box 51, Brookes, Va 24607

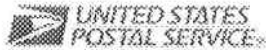
Telephone:

(276) 531-8132

Date:

3-30-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

HURLEY AND FLORENCE COCHRAN
PO BOX 51
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Docket: 1355731 - 24607

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☒ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

Buy & Sell

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

KY.
Grundy Va.

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Freddie + Dorothy Dickey

Address:

P.O. Box 274 Break's VA.

Telephone:

276-531-8918

Date:

3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

FREDDIE AND DOROTHY DICKEY

PO BOX 274
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

■ If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☒ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Benny L. Raines

Address:

P.O. Box 82 Breaks, VA 24607

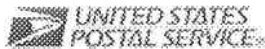
Telephone:

276-531-8200

Date:

4-1-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

BENNY Z RAINES
PO BOX 82
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Docket: 1355731 - 24607

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No No local businesses

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Lange, Alta & William Looney

Address: P.O. Box 150 Breaks Va, 24607

Telephone: (276)-531-8813

Date: 03/22/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

LANCE, ALTA AND WILLIAM LOONEY

PO BOX 158
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Docket: 1355731 - 24607

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

Grundy

☒ Personal needs

Grundy

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Ruby Looney

Address:

P.O. Box 102

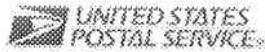
Telephone:

276-532-8339

Date:

3/29/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

RUBY LOONEY
PO BOX 102
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

• If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Docket: 1355731 - 24607

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Page Nbr: 2

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Pikeville, Ky.



Personal needs

Waynes, VA.



Banking

Waynes, VA.



Employment

N/A



Social needs

Quite a few places

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Scottie and Patricia Epling

Address:

P.O. Box 157 Breake, VA. 24607

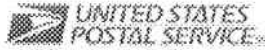
Telephone:

276 531 8716

Date:

March 29, 11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

SCOTTIE AND PATRICIA EPLING

PO BOX 157
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

Never had carrier delivery service before.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Buchanan, Dickerson Co., or Kentucky



Personal needs

Buchanan Co, Dickerson Co.



Banking

Buchanan Co, Dickerson Co.



Employment

Husband works in Buchanan Co.



Social needs

Dickerson Co, Buchanan Co.

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Jared Edward - Alyssa Owens Cantrell

Address:

PO Box 262, Brecks, VA 24607 / 1024 GREEN SHADOWS ROAD - 911-Add

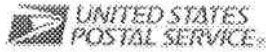
Telephone:

(276) 531-8620 - (276) 698-9712

Date:

March 29, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

JARED EDWARD-ALYSSA OWENS CANTRELL
PO BOX 262
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

• If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Docket: 1355731 - 24607

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Out of State (Ky)

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☒ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Pikeville Ky or Norton, Va.



Personal needs

Prescriptions - Once Month - Brandy



Banking



Employment

Kentucky



Social needs

5. Do you currently use local businesses in the community?



Yes



No

~~at the Post Office~~

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Larry Dean & Zetta Looney

Address:

P.O. Box 103 Breaks, Va. 24607

Telephone:

276-531-8832

Date:

3-27-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

LARRY DEAN AND ZETTA LOONEY

PO BOX 103
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Maxie VA Grundy VA going to work

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Grundy, Pikeville KY



Personal needs



Banking

Grundy



Employment

Grundy



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Leigha Childress

Address:

P.O. Box 143 Breaks, VA 24607

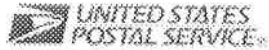
Telephone:

276-531-8660

Date:

3-27-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

LEIGHA CHILDRESS

PO BOX 143
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

•
If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☒ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Ron + Elsie Tiller

Address:

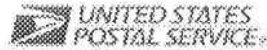
Box 234 Breaks VA 24607

Telephone:

Date:

3/28/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

RON & ELSIE TILLER
PO BOX 234
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

• If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Docket: 1355731 - 24607

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Page Nbr: 2

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: